

26 Postcard Trailers

26.1 Postcard Trailers Overview

The Postcard Trailers function has two (2) screens. **Screen 1 is shown in Figure 26-1.** These screens are for noting the customer's evaluation of the product or service received as well as other comments, follow-up and the record's position in the postcard tracking process. This function was modified for the DIRAMS Version 5 release.

Note: Currently, you cannot enter certain special characters (e.g., apostrophes and semicolons) into some data boxes.

	Totally Dissatisfied			Completely Satisfied		
	1	2	3	4	5	6
Information provided in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information accurate and complete?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was information "value-added"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer satisfied with product/service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure 26-1 Postcard Trailers Screen 1

26.1.1 To Add or Create New Record



Insert
Icon

1. To add (insert) a new record, click the **Insert** icon on the tool bar or select **File: New** from the menu bar. The system prepares the screen for you to enter the requested information.
2. Enter the requested information, then save your work.

26.1.2 To Move to the Next Screen



Next Page
Icon

After you enter the information requested on screen 1, click the **Next Page** icon on the tool bar or select **Edit: Next Page** from the menu bar to open screen 2.

26.1.3 To Move to the Previous Screen



Previous
Page Icon

You can return to a previous screen by clicking the **Previous Page** icon on the tool bar or selecting **Edit: Previous Page** from the menu bar.

26.1.4 To Add Multiple New Records



Cancel
Icon

If you have to enter multiple new records, enter one record. Then save the current record by clicking the **Save** icon on the tool bar or selecting **File: Save** from the menu bar. Then to clear the screens for your next new record, either click the **Cancel** icon or select **File: Cancel**.

or

Click on the **Insert** icon on the tool bar or select **File: New** from the menu bar. A message box appears informing you that unsaved changes exist, and asking you if you want to save them. Click **Yes** to save. If you click **Yes**, a message informs you of a successful save. Click **OK** to close this message. The system prepares the screen for another entry. (Or click **No** on the unsaved changes message box if you do not want to save. Or click **Cancel** to return to the current record instead of inserting a new one.)

26.1.5 To View or Edit Existing Record



1. Click the **Search** icon on the tool bar or select **File: Open** from the menu bar. When you do, a Search window (Figure 26-2) appears.

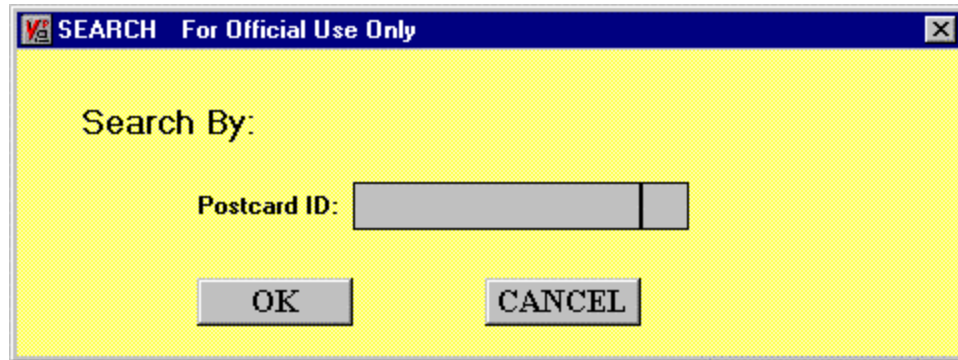


Figure 26-2 Postcard Trailers Search Pop-Up Window

2. Type in the desired **Postcard ID** (up to 6 digits), and then press **Tab** or **Enter**. The cursor moves to the right.
3. Enter the desired **District** identifier (**W** for **West**, **E** for **East** or **I** for **International**), and then press **Tab** or **Enter**.
4. Click **OK**. If a record is found, it is displayed on the Postcard Trailers screens where you can view, edit or delete it.
or
Click **Cancel** to close the Search window.

Note: If no record is found matching the information you entered, a pop-up window appears (Figure 26-3). Click **OK** to close the window. You can then choose to search for a record again, add a record, go to another Metrics function or exit the Metrics application.

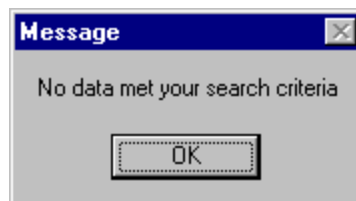


Figure 26-3 No Data Found Pop-Up Message

26.2 Postcard Trailers Screen 1 of 2

The top section of the Postcard Trailers screen 1 (Figure 26-4) is for postcard mailing information. With the exception of the **Date Rcvd** data box, the top part is for Contract Administration (CAO) use only. The bottom part is for the customer's evaluation of products and/or services. Only District personnel can enter the evaluation information (bottom section of screen).

When the Postcard Trailers screen 1 opens, you can either insert a new record (Section 26.1.1) or search for an existing one to open (Section 26.1.5). The delete procedure is explained in Chapter 6.

Notes: If you click the **Insert** or **Exit** icon after entering a new record on screen 1, you will be prompted with the message "Unsaved changes exist, save current record?". If you click **Yes** without entering information in the **Organization** (26.3.1.3) field on screen 2, an error message will pop-up and the record will not be saved. You must first enter information in the **Organization** field (26.3.1.3) before you can save the record.

Only District and Headquarters users can delete Postcard Trailer records.

Postcard ID: 26.2.1.1 **Date Sent:** 26.2.1.2 **Date Rcvd:** 26.2.1.3

District: 26.2.1.4 **CAO:** 26.2.1.5 **CAO Name:** 26.2.1.6

RCN/RFP/Contract #: 26.2.1.7 **Product:** 26.2.1.8

CAO Contact: 26.2.1.9 **Contact Phone:** 26.2.1.10

Contact DSN: 26.2.1.11 **Service:** 26.2.1.13

Contact E-mail: 26.2.1.12 **Team Code:** 26.2.1.14

	Totally Dissatisfied			Completely Satisfied			
	1	2	3	4	5	6	
Information provided in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26.2.1.15
Information accurate and complete?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26.2.1.16
Was information "value-added"?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26.2.1.17
Customer satisfied with product/service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26.2.1.18

Figure 26-4 Postcard Trailers Screen 1 Fields
Note: Numbers in data boxes indicate corresponding section numbers.

26.2.1 Fields for Postcard Trailers Screen 1 of 2

26.2.1.1 **Postcard ID**

This protected data field is for the unique identifier for a record. The identifier is automatically generated and displayed when you save the record as a 6-digit sequential number and one alpha character (E, I or W for East, International or West). The alpha character is based on the Username entered in the login procedure.

26.2.1.2 **Date Sent**

Enter the date (MMDDYY, MM/DD/YY or DD-MON-YYYY format) on which the postcard was sent. This data box is automatically populated with the current date. If the postcard was not sent on this date, enter the date on which it was sent. The **Date Sent** must be the same as or earlier than the current date (Date Sent \leq System Date). This is a required field.

26.2.1.3 **Date Recvd**

Enter the date (MMDDYY, MM/DD/YY or DD-MON-YYYY format) format on which the postcard was received. The **Date Received** must be the same as or earlier than the current date and the same as or later than the **Date Sent** (26.2.1.2). (Date Sent \leq Date Received \leq System Date)

Note: This information may be entered by the District only.

26.2.1.4 **District**

This is for the SDW/SICM code (2-5 alphanumeric characters) that identifies the Defense Contract Management Command (DCMC). It is protected and automatically populated based on the Username entered during the login procedure.

26.2.1.5 **CAO**

This protected data box is for the SDW/SICM code (2-5 alphanumeric characters) that identifies the Contract Administration Office (CAO). It is automatically populated based on the Username entered during the login procedure.

26.2.1.6 **CAO Name**

This is for the Contract Administration Office (CAO) name (up to 30 alphanumeric characters). It is protected and automatically populated with the name associated with the **CAO** (26.2.1.5).

26.2.1.7 **RCN/RFP/Contract #**

Enter a unique contract identifier (up to 30 alphanumeric characters). This is a required field.

26.2.1.8 **Product**

Select (click on or highlight) the name of the product being provided from this list. The choices are as follows:

- Waiver/Deviation Request

- First Article Test
- Product Quality Deficiency Report
- Memorandum of Agreement
- Post Negotiation Memorandum
- Contract Closeout Action
- Program Status Report
- Advance Agreement: FPRA, Billing Rates
- Final Agreement: Overhead Rates
- Technical Support to Negotiations
- PreAward Survey
- Subcontracting Plan
- Contract Modification
- Pricing Report
- Program Assessment/Problem Report
- Other; Plant Clearance
- Property Management
- Transportation
- Engineering Change Proposal
- Packaging
- Flight Safety
- Specialized Safety
- Contractor Performance Measure Report
- Contract Termination.

This is a required field.

26.2.1.9 CAO Contact

Enter the name (up to 30 alphanumeric characters) of the person at the Contract Administration Office (CAO) entering the information. This is a required field.

26.2.1.10 Contact Phone

Enter the telephone number (10-26 digits) of the Contract Administration Office (CAO) Contact (26.2.1.9) for this record. If you enter ten (10) digits, the number is automatically formatted as xxx-xxx-xxxx. If you enter 11-26 digits, the number appears exactly as you type it. This is a required field.

26.2.1.11 Contact DSN

Enter the Defense Switched Network (DSN) number (7 or 10-15 digits) for the Contract Administration Office (CAO) Contact (26.2.1.9) for this record. If you enter seven (7) digits, the number is automatically formatted as xxx-xxxx. If you enter ten (10) digits, the number is automatically formatted as xxx-xxx-xxxx. If you enter 11-15 digits, the number appears exactly as you type it.

26.2.1.12 Contact E-Mail

Enter the Internet e-mail address (up to 60 alphanumeric characters) for the Contract Administration Office (CAO) Contact (26.2.1.9) for this record.

Note: The single quote character (') and the semicolon (;) are not valid in this field. If you enter a single quote (') or a semicolon (;) in this field, an error message will appear when you tab off the field or attempt to save.

26.2.1.13 Service

Select (click on or highlight) the service to which the product was provided from this list. The choices are **Army**, **Navy**, **Air Force**, **Marines**, **DLA** or **Other**. This is a required field.

26.2.1.14 Team Code

This is automatically populated with the Team Code (2-5 alphanumeric characters) associated with the UserId entered on the Password screen. You can accept this Team Code, delete it or change it as explained in Section 10.2.1.

26.2.1.15 Information provided in a timely manner?

Select the appropriate circle for the rating provided by the customer as to the timeliness of provided information where 1 is for Totally Dissatisfied and 6 is for Completely Satisfied.

Note: This information may be entered by the District only.

26.2.1.16 Information accurate and complete?

Select the appropriate circle for the rating provided by the customer as to the accuracy and completeness of provided information where 1 is for Totally Dissatisfied and 6 is for Completely Satisfied.

Note: This information may be entered by the District only.

26.2.1.17 Was information “value-added”?

Select the appropriate circle for the rating provided by the customer as whether or not the information was “value added” where 1 is for Totally Dissatisfied and 6 is for Completely Satisfied.

Note: This information may be entered by the District only.

26.2.1.18 Customer satisfied with product/service?

Select the appropriate circle for the rating provided by the customer as to their satisfaction with the product and/or services provided where 1 is for Totally Dissatisfied and 6 is for Completely Satisfied.

Note: This information may be entered by the District only.

26.3 Postcard Trailers Screen 2 of 2

Postcard Trailers screen 2 (Figure 26-5) has eight (8) data fields for information about the customer, the organization, process status and comments. All data fields on this screen except Comments, Status and Followup can be entered only by Contract Administration Office (CAO) personnel. Comments and Status can be entered only by District personnel.

The screenshot shows a software window titled "Postcard Trailers (Screen 2 of 2) For Official Use Only". The window has a menu bar with "File", "Edit", "Functions", "Administration", and "Help". Below the menu bar is a toolbar with icons for file operations, navigation, and help. The main area contains several data fields:

- Customer DoDAAC: 26.3.1.1
- Customer Name: 26.3.1.2
- Organization: 26.3.1.3
- Phone: 26.3.1.4
- DSN: 26.3.1.5
- Comments: 26.3.1.6
- Status: 26.3.1.7 (with radio buttons for Closed, Pending Reply, Needs Followup, and In Process)
- Followup: 26.3.1.8

Figure 26-5 Postcard Trailers Screen 2 Fields
Note: Numbers in data boxes indicate corresponding section numbers.

26.3.1 Fields for Postcard Trailers Screen 2

26.3.1.1 Customer DoDAAC

Enter the 6-character alphanumeric DoDAAC code that identifies the customer. If you enter a DoDAAC, it is validated. If you are a non-DoD user, and the customer does not have a DoDAAC, leave this data box blank.

26.3.1.2 Customer Name

Enter the customer's name (up to 30 alpha characters).

26.3.1.3 Organization

This data box is automatically populated with the organization name and protected if you entered a valid Customer DoDAAC (26.3.1.1). If you are a non-DoD user and did not enter a DoDAAC, enter the name (up to 35 alphanumeric characters) of the Organization. This is a required field.

26.3.1.4 Phone

Enter the telephone number (10-26 digits) of the customer. If you enter ten (10) digits, the number is automatically formatted as xxx-xxx-xxxx. If you enter 11-26 digits, the number appears exactly as you type it.

26.3.1.5 DSN

Enter the Defense Switched Network (DSN) number (7 or 10-15 digits) of the customer. If you enter seven (7) digits, the number is automatically formatted as xxx-xxxx. If you enter ten (10) digits, the number is automatically formatted as xxx-xxx-xxxx. If you enter 11-15 digits, the number appears exactly as you type it.

26.3.1.6 Comments

This is for entering the customer's comments (up to 2,000 alphanumeric characters).

Notes: This information may be entered by the District only.

If you enter more than the allowed number of characters, a message pops up when you **Tab** out of the text box. You must then edit the text so that it contains no more than the maximum allowed number of characters before you can save the record.

26.3.1.7 Status

This is for indicating the position of the record in the postcard trailer process. The choices are **Closed**, **Pending Reply**, **Needs Followup** and **In Process**. The default setting is **Pending Reply**. Once the **Date Received** (26.2.1.3) is entered, the value is automatically set as "In Process."

Note: This status may be changed by the District only.

26.3.1.8 Followup

Enter information as to any additional actions (follow-up) to be taken regarding this record.

Notes: This information may be entered by the CAO only.

If you enter more than the allowed number of characters, a message pops up when you **Tab** out of the text box. You must then edit the text so that it contains no more than the maximum allowed number of characters before you can save the record.
